

IN THE CLAIMS:

Please amend the claims as indicated in the complete listing of pending claims listed below.

1. (Currently Amended) A method comprising:  
receiving a message in a data communication system;  
thematically subdividing the message into a plurality of sections based on an analysis  
of content in the message; and  
sending a subdivided section of the plurality of sections of the message via the data communication system to an agent based on the analysis of content.
2. (Currently Amended) The method of claim 1, wherein the agent provides a response  
to ~~one of the subdivided~~ section ~~sections received~~.
3. (Currently Amended) The method of claim 2, wherein the subdivided ~~sections~~ section  
of the message ~~are~~ is reviewed again to determine if a subsequent response is needed.
4. (Currently Amended) The method of claim 3, wherein if a subsequent response is  
needed, the subdivided section ~~sections~~ of the message ~~are~~ is sent again to an agent to  
provide the subsequent response.
5. (Currently Amended) The method of claim 1, wherein the analysis message ~~is~~  
~~analyzed~~ to determine if the subdivided sections of the message have been responded  
to.

6. (Currently Amended) The method of claim 5, wherein the subdivided ~~sections~~section of the message not having been responded to by an agent ~~are~~is sent again to an agent to provide a response.
7. (Currently Amended) A machine-readable storage medium tangibly embodying a sequence of instructions executable by the machine to perform a method, the method comprising:  
receiving a message in a data communication system;  
thematically subdividing the message into a plurality of sections based on an analysis of content in the message; and  
sending a subdivided section of the plurality of sections of the message via the data communication system to an agent based on the analysis of content.
8. (Currently Amended) The machine-readable medium of claim 7, wherein the agent provides a response to ~~one of the subdivided~~ section~~sections~~ received.
9. (Currently Amended) The machine-readable medium of claim 8, wherein the subdivided ~~sections~~section of the message ~~are~~is reviewed again to determine if a subsequent response is needed.
10. (Currently Amended) The machine-readable medium of claim 9, wherein if a subsequent response is needed, the subdivided ~~sections~~section of the message ~~are~~is sent again to an agent to provide the subsequent response.

11. (Currently Amended) The machine-readable medium of claim 7, wherein the analysis message ~~is analyzed~~ to determine if the subdivided sections of the message have been responded to.
12. (Currently Amended) The machine-readable medium of claim 11, wherein the subdivided ~~sections~~ section of the message not having been responded to by an agent ~~are~~ is sent again to an agent to provide a response.
13. (Currently Amended) A system comprising:
  - a first unit to store a message sent from a message sender;
  - a parser to thematically subdivide the message into a plurality of sections based on a message analysis; and
  - a router to route ~~the~~ a subdivided section of the plurality of sections of the message to an agent appropriate for the subdivided section.
14. (Currently Amended) The system of claim 13, wherein the agent provides a response to ~~one of the subdivided~~ section ~~sections received~~.
15. (Currently Amended) The system of claim 14, wherein the subdivided ~~sections~~ section of the message ~~are~~ is reviewed again to determine if a subsequent response is needed.
16. (Currently Amended) The system of claim 15, wherein if a subsequent response is needed, the subdivided ~~sections~~ section of the message ~~are~~ is sent again to an agent to provide the subsequent response.

17. (Currently Amended) The system of claim 13, wherein the analysis message is ~~analyzed~~ to determine if the subdivided sections of the message have been responded to.
18. (Currently Amended) The system of claim 17, wherein the subdivided ~~sections~~ section of the message not having been responded to by an agent ~~are~~ is sent again to an agent to provide a response.
19. (New) The method of claim 1, further comprising:  
augmenting the subdivided section of the message with supporting information.
20. (New) The method of claim 19, wherein the data communication comprises a workflow system.
21. (New) The method of claim 1, further comprising:  
escalating the message if the message is not responded to after a predetermined period of time.
22. (New) The method of claim 21, further comprising:  
tracking responses to the message as a whole to determine whether the message is responded to in a predetermined period of time.